



DELIVERY CONDITIONS

1. Delivery Note:

All information on the delivery note is mandatory: Sender, recipient, date, product description, barcode (EAN-128), ZEG item number, ZEG order number, number of cartons and pieces per pallet, quantity in product packaging, number of pallets/empties, and for partial deliveries: already delivered quantity, outstanding quantity, and total quantity. If applicable, the hazardous goods classification must be indicated. Mixed packages must be visibly labeled with all item numbers and quantities.

2. Safety on Company Premises:

Carriers must first report to the goods receiving office and will then be assigned a gate. Unloading is carried out by ZEG personnel; drivers may be present upon consultation. Safety shoes are mandatory for all drivers on company premises.

3. Confidentiality Agreement for Suppliers:

Photography and filming are prohibited within the company and on the premises. Visitors/drivers may not remain in the building without a ZEG employee present.

4. Type of Packaging:

Packaging must be chosen appropriately to avoid transport damage. For transport security, use paper/cardboard and/or PE stretch film as well as steel strapping. Single-type packaging should be used wherever possible to facilitate sorting/recycling. Oversized packaging should be avoided. Maximum pallet weight must not exceed 400 kg. Mixed cartons must be clearly labeled from the outside.

5. Damage Notification / Goods Acceptance:

Visible external damage must be noted on the delivery receipt and countersigned by the supplier/carrier. Depending on the extent of the damage, acceptance may be refused. All shipments are accepted subject to subsequent quality and quantity control. Hidden defects will be reported immediately to the sender.

6. Receipt Confirmation:

Upon accepting a shipment, only the number and type of packages are confirmed. The content, value, or weight is not confirmed.

7. Principles and Delivery Quality:

Non-compliance with delivery conditions may result in refusal of acceptance and/or additional costs. The postal delivery address stated in the order must be strictly followed. Deliveries are only accepted during the designated receiving times and must be pre-notified. Deliveries outside of these times require prior written agreement and confirmation.

8. Further Additions:

ZEG prefers deliveries on new Euro pallets or class A Euro pallets. Euro pallets will be exchanged upon delivery. If ZEG does not exchange them immediately, the exchange will be made with the next delivery. Invoices for non-exchanged pallets will not be paid. If pallets cannot be taken back due to lack of space, the carrier must arrange for prompt collection in coordination with ZEG (provide a copy of the freight document showing the „non-exchange“ confirmation)

EXCEPTION FOR EXPORT GOODS: Delivery on disposable pallets is required. Ideally, these should be 1.10 m x 0.80 m for optimal container loading. The carrier must ensure that the goods delivered for ZEG can always be unloaded first, without having to move third-party goods. ZEG unloads exclusively with electric pallet trucks. Delivery vehicles must be dock-compatible. Non-dockable vehicles such as vans or cars must be unloaded by the carrier. Side unloading is not possible.

Packages and cartons on pallets should be packed as uniformly as possible. Delivery notes must be matched to the correct pallets. There must be no overhang on Euro pallets (1.2 m x 0.8 m). Maximum package height including pallet is 2 m. Carton labeling must be outward-facing. If pallets are stacked, this may be considered a defect and may lead to refusal of acceptance (see point 5).

Delivery Information

Delivery via North Gate (bicycles, #10-#25): Upon arrival, the truck driver must report immediately at the control station (to the right of Gate 10).

Delivery via South Gate (parts, #0-#6): Upon arrival, the truck driver must report immediately at the goods receiving office (to the left of Gate 5) with the assigned pre-advice number. Goods are unloaded by ZEG personnel. Joint unloading is possible in exceptional cases with prior arrangement.



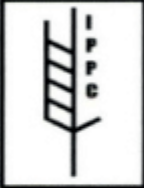
9. Pre-Notification (EU Deliveries)

Every shipment of 1 pallet or more must be pre-notified to ZEG via email to avise@zeg.de, preferably with a proposed delivery date. ZEG will either confirm the proposal or suggest an alternative date and issue a pre-advice number for later unloading (see point 2). The delivery note (see point 1) must be attached when pre-notifying.

Delivery Times: Mon-Fri 07:00-11:00.

Appointment times for container or bicycle deliveries may vary. If scheduled deliveries cannot be met, ZEG must be informed. Late or missed deliveries may not be unloaded or will be delayed to later that day.

The following conditions apply to deliveries from Europe:

<p>Sämtliche eingehenden Lieferungen bei der ZEG d.h. Rohstoffe, Halb- und Fertigfabrikate und Fertigwaren, werden in vollautomatisch arbeitenden Hochregallagern zwischengelagert. Die Hochregallager und das innerbetriebliche Fördersystem erfordern die unbedingte Einhaltung der folgenden Anlieferungsvorschriften:</p>	
<p>1. Ladungsträger Es dürfen nur Europaletten 800x1200mm in einwandfreiem Zustand nach UIC-Norm, nach DIN EN 13698-1 verwendet werden. Gemäß ISPM 15 (Internationaler Standard für phytosanitäre Maßnahmen): "Richtlinien zur Regulierung von Holzverpackungsmaterial im internationalen Handel" müssen alle Paletten wärmebehandelt (HT) und mit einer dauerhaften und lesbaren Kennzeichnung versehen sein. Beispiel für Markierung:</p>	
 <div style="border: 1px solid black; padding: 5px; display: inline-block; text-align: center;"> <p>DE - NW - 49XXXX</p> <p>HT o. MB [DB]</p> </div>	
<p>2. Ladungshöhen Die Standardhöhe ist $h_2 = 1.500$ mm. Mit Genehmigung sind folgende zusätzlichen Höhen möglich: $h_1 = 900$ mm $h_3 = 1.800$ mm</p> <p>3. Ladehöhe Maximale Ladehöhe ist = Ladungshöhe + 150 mm Palettenhöhe (in Summe max. 1.950 mm).</p> <p>4. Gewicht Das maximale Bruttogewicht (Ladung + Ladungsträger) beträgt 1.000 kg.</p>	
<p>5. Ladungssicherung Zur Sicherung der Ladung ist vorzugsweise PE-Stretchfolie, ungefärbt und ohne Fremdstoffe, zu verwenden. Abdeckplatten müssen < 1.200 x 800 mm sein. Es darf keine Palette als Abdeckung aufgelegt werden.</p>	
<p>6. Stapelung des Ladegutes Die Verbundstapelung ist der Säulenstapelung vorzuziehen. Papierrollen sind grundsätzlich stehend, versetzt angeordnet oder auf Joloda-Basis anzuliefern. Das Ladegut darf einschließlich einer Ladungssicherung die Grundfläche der Palette 1.200 x 800 mm nicht überschreiten.</p>	

Information about the condition of Euro pallets

Ready for use

- ✓ Light wood
- ✓ No defective blocks
- ✓ Fork space



- ✓ Fixed runners
- ✓ Few signs of use
- ✓ No broken boards

Not usable



- ✗ Broken or twisted block > approx. 1 cm



- ✗ Broken boards



- ✗ Signs of heavy use
- ✗ Visible nail tips
- ✗ Missing component

Ready for use



- ✓ Light wood
- ✓ No defective blocks
- ✓ Few signs of wear

- ✓ Fork space
- ✓ Fixed runners

Not usable



- ✗ Signs of heavy use
- ✗ Visible nail tips
- ✗ Missing component

- ✗ Broken or twisted block > approx. 1 cm
- ✗ Broken boards